Jill Whitby 119 Maddux ave san francisco CA 94124

Aug 29th 2018

Via ECFS Marlene H. Dortch, Secretary Federal Communications Commission 445 12th Street, S.W. Washington, D.C. 20554

Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to 47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1

Dear FCC,

I obtain my internet services from a local company, Sonic. I understand that certain companies are acting to cause the

FCC to take away access to critical unbundled network elements. These unbundled elements are critical last-mile copper and inter-city fiber; the very technology that allowed my ISP, a local company headquartered in Santa Rosa, one of the communities devastated by the 2017 wildfires, to grow, expand fiber deployment, and compete. Without access to this infrastructure, Sonic is at risk of losing access to a huge portion of its customer base, leading to potentially higher rates, less fiber deployment, even less options for consumers and the loss of critical local jobs. Further, Sonic provides a superb level of customer service that those other companies do not by employing live customer service representatives located in my community who know the technology and who do not have to rely on a script and do not put me on hold so they can service multiple callers at once.

Jill Whitby